

**WATER RESOURCES COMMITTEE**  
**Council of the County of Maui**

**M I N U T E S**

**Council Chamber**

**November 14, 2018**

**CONVENE:** 9:05 a.m.

**PRESENT:** VOTING MEMBERS:

Councilmember Alika Atay, Chair  
Councilmember Elle Cochran, Vice-Chair  
Councilmember Robert Carroll  
Councilmember Stacy Crivello (in at 9:57 a.m.)  
Councilmember Kelly T. King  
Councilmember Yuki Lei K. Sugimura

**EXCUSED:** Councilmember Mike White

**STAFF:** James Krueger, Legislative Analyst  
Stacey Vinoray, Committee Secretary

Ella Alcon, Council Aide, Molokai Council Office (via telephone conference bridge)  
Denise Fernandez, Council Aide, Lanai Council Office (via telephone conference bridge)  
Dawn Lono, Council Aide, Hana Council Office (via telephone conference bridge)

**ADMIN.:** Gladys Baisa, Director, Department of Water Supply  
Jennifer Oana, Deputy Corporation Counsel, Department of the Corporation Counsel  
Shayne Agawa, Deputy Director, Department of Water Supply  
Eva Blumenstein, Planning Program Manager, Department of Water Supply  
Wendy Taomoto, Engineering Program Manager, Department of Water Supply  
Dean Tanimoto, Water Plant Division Chief, Department of Water Supply  
Herbert Chang, Engineering Program Manager, Engineering Division, Department of Water Supply  
Holly Ho, Waterworks Fiscal Officer, Department of Water Supply  
Jacalyn "Jacky" Takakura, Administrative Officer, Department of Water Supply  
Robert "Bobby" Vida, Chief, Field Operations Division, Department of Water Supply  
John "Tony" Linder, Water Treatment Plants Division Chief, Department of Water Supply

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Lauren Farmer, Safety Specialist II, Department of Water Supply

**OTHERS:** Plus (6) other people in the gallery

**PRESS:** *Akaku Maui Community Television, Inc.*

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CHAIR ATAY: . . . *(gavel)* . . . Good morning, everyone. Welcome to the Water Resources Committee meeting on Wednesday November 14, 2018. Time now is around five minutes after the hour of 9:00 a.m. I'd like to ask this room come to order and at this time also request that all cell phones be silenced. Moving forward, introducing the Committee, myself, Alika Atay as Chair. Vice-Chair, Elle Cochran.

VICE-CHAIR COCHRAN: Aloha. Good morning, Chair.

CHAIR ATAY: We got Robert Carroll.

COUNCILMEMBER CARROLL: Good morning, Chair.

CHAIR ATAY: We have Mike White excused. Yuki Lei Sugimura.

COUNCILMEMBER SUGIMURA: Aloha.

CHAIR ATAY: Kelly King.

COUNCILMEMBER KING: Good morning, Chair.

CHAIR ATAY: And I've been informed that Stacy Crivello is in transit. I want to welcome from the Administration Gladys Baisa, Department of Water Supply.

MS. BAISA: Good morning, Chair and Members. **(Note: Mic is not turned on.)**

CHAIR ATAY: And would you like to introduce your other representatives for you?

MS. BAISA: I have a whole bunch of 'em, Chair, and I thought I'd do it later.

CHAIR ATAY: Mic, microphone.

MS. BAISA: Yes. We have a whole bunch of representatives here today, Chair, and I thought we'd do that as part of our presentation, if you don't mind?

CHAIR ATAY: Okay. Okay. Thank you. Also want to introduce the representative from Corporation Counsel, Jennifer Oana.

MS. OANA: Good morning, Chair.

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CHAIR ATAY: And recognizing Staff, Stacy Vinoray and James Krueger. Outlying offices, in the district, in Hana Dawn Lono; Lanai Denise Fernandez; Ella Alcon on Molokai; and also want to recognize my staff assistants with Legislative and Policy Analyst Trinetta Furtado and Brian Bardellini. Members, we have one item on today's agenda and that being WR-4(6), a presentation by the Department of Water Supply and basically it's to give a Department status update. Before we hear from the Department, I would like to take public testimony. Staff?

**. . . BEGIN PUBLIC TESTIMONY . . .**

MR. KRUEGER: Mr. Chair, there's no one in the Chambers waiting to testify.

CHAIR ATAY: Okay. I want to emphasize that for any individuals wishing to testify here in the Chamber, please sign up at the desk in the lobby. And anyone testifying from a remote site, please sign up with the District Office Staff. Testimony will be limited to the item listed on the agenda today. Pursuant to the Rules of the Council, each testifier will be allowed to testify for up to three minutes per item. And when testifying, please state your name and any organization you may be representing. I want to check in with the District Offices. Hana Office, Dawn Lono, do you have anyone wishing to testify?

MS. LONO: Good morning, Chair. This is Dawn Lono in the Hana Office and there is no one waiting to testify.

CHAIR ATAY: Thank you. Lanai Office, Denise Fernandez, do you have anyone wishing to testify?

MS. FERNANDEZ: Good morning, Chair. This is Denise Fernandez on Lanai and there is no one waiting to testify.

CHAIR ATAY: Thank you. Molokai Office, Ella Alcon, do you have anyone wishing to testify?

MS. ALCON: Good morning, Chair. This is Ella Alcon on Molokai and there's no one here waiting to testify.

CHAIR ATAY: Staff, you want to do a final call for Chamber?

MR. KRUEGER: Mr. Chair, there is no one waiting in the Chambers to testify.

CHAIR ATAY: Okay. Seeing that there is no one else wishing to testify, if there are no objections I will close public testimony.

COUNCILMEMBERS VOICED NO OBJECTIONS.

CHAIR ATAY: Thank you.

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**... END OF PUBLIC TESTIMONY ...**

## **WR-4(6) PRESENTATION BY THE DEPARTMENT OF WATER SUPPLY (DEPARTMENT STATUS UPDATE)**

CHAIR ATAY: Today's agenda item, WR-4(6), Presentation by the Department of Water Supply (Department Status Update). And primarily the Chair has invited the Department to give us the status. I think we had an exciting day with the Department yesterday, but we also want to give an update and projections of the rest of the fiscal year. And we'll turn things over to Director Baisa and proceed with the Department's presentation.

**... BEGIN PRESENTATION ...**

MS. BAISA: Thank you very much, Chair, and good morning to everybody. And thank you for the opportunity to do this, this morning. We're always happy for an opportunity to tell folks what we're up to and so that you are a little bit prepared also for the upcoming budget which we know is right around the corner. It seems like we just did this a few months ago but here we go again. I have my entire executive team with me this morning, I'd like to introduce them. I have Shayne Agawa, my Deputy Director; kind of wave so they'll see you. I have Eva Blumenstein who is our Water Resource Planning Manager, and these are in no particular order, it's just the way I remembered writing them down. And Eva is a very valuable member of our team and will be talking about her, what her department does. Each of the divisions we'll talk about as we go through this. We have Wendy Taomoto, our Engineering Program Manager, and she is one busy lady having to balance many, many priorities all at once. We have Dean Tanimoto who is our Plant Ops person, and Dean too has stuff all over Maui County and he's responsible for making sure that those tanks and wells are kept up and he does a great job at it. We have Tony Linder who is our Water Treatment Plant Op boss. Tony, give us a wave. And he's got his hands full because we know that the water treatment plants are absolutely critical to people having good water. We have Bobby Vida who is our Fields Ops Chief and he had a busy day yesterday. We had a break down on Central Avenue and it affected many, many homes and businesses and even the hospital at some point, and that's a whole other subject that I think we gotta take a look at very soon. But Bobby is the man of the hour, when anything breaks he gets the call and figures out how we're going to deal with it. We have Holly Ho, our fiscal and customer service director, and she does a wonderful job for us, keeps our money in shape, and does a real good job as is evidenced by good audits. We have Herb Chang who is our Engineering Program Manager. Herb's with, been with the Department for a very long time and is very involved. I know many of you had to talk about this over and over during campaign and so we hope to enlighten you a little bit. He takes care of the MAPPS project that we're trying to get done and also helps with the Upcountry water meters and is doing many, many things; brings much history to our Department which is really good. And sitting next to me, I have Jacky Takakura

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who is our Administrative Officer. And she has her hands full in taking care of our personnel and making sure that we follow the rules in terms of hiring and retaining and doing all the things we do with employees. And of course advises me in all personnel matters. And we have Lauren Farmer who is our Safety Specialist II. And Lauren has a big job because we all know safety first. And so this is the team that's here with us today. And we're going to be going through a slide presentation. We numbered the pages and I hope you all have your copies. Does everybody have their copy? Okay. I learned when sitting in those chairs that it's really good to have page numbers on these things, 'cause when you want to go back, it really helps that you can find them easier so we made sure we did that. The other thing is that if we can go through the slides I would appreciate it, I know that you're going to have questions, what we'd like to do if possible unless you having something that is absolutely burning, if you could write your questions or note what pages you want to get back to and we can get through the presentation, it's not going to take that long. And we've left a lot of time for your questions because we know there are many. I follow this and I still get asked all the time. The Water Department of course as you know always tends to be in center stage, and so we get asked a lot of questions, so we tried to give you as much information as we could in the slides. But if you see something you want to talk about, please note it and we've got a lot of time at the end of the presentation. Jacky, how long was this thing? It's going to take about 30 minutes at the most and maybe less, so it won't be that long. Okay. We're going to start this morning talking about our mission, and we're trying to talk about it a lot more because as you know it should be what guides us and that's to provide clean water efficiently. One of the questions that we get asked all the time by people is where does my water come from? And people ask that question 'cause they're not really sure, they don't know if it's from rain, they don't know if it's from wells, they don't know if it comes from bottles, they're not really sure. The Department of Water Supply provides an average of 36.2 million gallons of water daily to customers on Maui and Molokai. We have 38 groundwater sources or wells and six surface water treatment facilities that filter water from the rainforest and ditches and streams. Our water meets all State and Federal water quality standards. We have 145 storage tanks throughout the system with 295 million gallons total storage capacity. The water system is managed 24/7 by our Operations Division. In Fiscal Year 2018, these are some of the things that we wanted to call to your attention to and we've called them fast facts. We have 11.75 billion gallons that are provided, 36,400 customers on Maui and Molokai, 24 CIP projects that are ongoing in Engineering, and we have also this year issued 60 letters to customers on Upcountry meter list. Two point fourteen million in grants provided for water resource protection. Those are those watershed protection grants that you've been listening to. We have 2,959 water conservation ads that are put out, 445 miles of pipeline has been surveyed for leaks this year. We have 2,536 afterhours calls and complaints that were resolved. We get a lot of calls and we really make an effort to follow up on every single one of 'em. We also have collected 19,437 water quality samples so that's a lot of testing that goes on. If those numbers are, that we talked to you about on the previous slide were not enough about how many millions of gallon and how many facilities we have, and here's more info about all the work and that's what this is. I think it's really important that you realize how busy we are, and when I get the reports from the divisions every month, I'm just amazed at what is going on. Let's go to the

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Department's divisions. We have the Office of the Director which is my office and in there we handle the EOC/safety, and MAPPS as well as all the other daily administrative functions. We have Water Resources and Planning. We have Fiscal/Customer Service, Engineering, Field Operations, Plant Operations, and Water Treatment Operations. Now, let's go...we have in the Department of the Water Supply 75 positions in administration and 145 in operations so a total of 220 positions. Now, let's go over some of our ongoing and upcoming projects and plans and what you can expect in the Fiscal 2020 Budget request. I also want to put a caveat there that what we're sharing with you is what we have at this moment. This is a snapshot at this time. We may be altering that budget request before it goes to the Mayor, and as we know it'll come back to the Council and be altered a lot more, first by the Mayor and then by the Council who has the responsibility of setting the budget for the County of Maui. One of the many responsibilities of the Office of the Director is ensuring that staffing is there when EOC is activated. The Water Department has plans in place for disaster response to ensure that employees prepare the water system as necessary and designated staff report to the EOC. We had to try this twice earlier this year and I have to say it worked really, really well and we covered EOC. And for the first time in many times, we had a whole bunch of staff get involved in sitting in EOC so they would have a better idea of what actually goes on there. Used to be that the Director went but I decided that I would go but I also wanted to bring in our staff heads so that they would also understand. It's really important. Also, they have hands-on knowledge so they're right there. If somebody's calling about a tank or something that's gone off or a generator needed, the staff is there and they know exactly what to do. MAPPS 2018, the Department of Water Supply has documented 20 business processes and workflows for handling building permits, subdivisions, water service requests, CIP, construction plan review, discretionary permits, wellhead protection, backflow prevention, and construction inspection. That is being done this year. Next year, in the next few months, the business process will be integrated into the EnerGov software. The system will be tested and debugged and modified if needed. That includes EnerGov software which is the main component containing all business processes, customer self-service, affectionately known as CSS portal, where the citizens will be able to apply for permits, monitor, and communicate with County agencies. Enterprise GIS which contains the GIS spatial data of the Department of Water service systems. Electronic plan review system where the citizens, professional designers, contractors, and the County can exchange and review electronic files of construction plans, reports, and studies. I'm very excited about MAPPS, I think it'll make a huge difference once it's up and running. Follow-up steps include staff training on all of our components has to be done. We have to change management to help staff transition into the new system. We have to learn about dealing with change. You know it's the hardest thing that people have but it has to happen because we've got to change whatever it is that has to be done. We have to also have data migration of old and existing files into the new system, and that is always a huge project when you're trying to input files into a new system. We are working...sorry, missed a page. The Department of Water Supply has just signed a contract to procure a consultant to assist in the development of a viable Department-wide strategic plan. The strategic plan is to help guide the Department and outline direction for the next five years, specific objectives: identifying and focusing on applicable policies, future planning,

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customer services and needs, and provide a practical implementation process path for the Department. The overall goal of the strategic planning plan is to provide a roadmap for DWS to operate efficiently, engage with the community, and to integrate sustainable water management and policy that support the Department's mission to provide clean water efficiently. This important project will help our organization find the best direction into the future and outline measurable goals. The plan will also be a useful guide for day-to-day decisions and policies that shape our business processes, help retain and train staff, and to assist in progress evaluation to adapt to important changes in the industry. The strategic plan will involve all divisions of the Department and will be spearheaded by the Water Resources and Planning Division, and I know you may have a lot more questions about this and when we're over we can...you can discuss them with Ms. Blumenstein who is here. Safety is also the responsibility of the Office of the Director. We are working very hard to improve the safety for the Water Supply personnel by working with our safety specialist to refine safety protocols. Additional safety position will be requested again in the Fiscal Year 2020 Budget. I feel still that that is a very, very necessary person for our Department. Our Department is too large for one person to handle. We not only have the paperwork of it, we also have the physical presence of a safety person who has to be where work is going on to make sure that all safety precautions are taken care of. Challenges that we're having with safety is that there are many stricter regulations. We don't have a whole lot of time to do it and training. Manpower is very difficult because we don't have the person to help us actually do this, and so everybody is kind of sharing it with Lauren. We have employee engagement that has to improve. It's hard to find qualified instructors and scheduling is another issue. Safety regulations don't seem to go away, they're here to stay and as the years pass, they get more stringent. Stricter regulations mean more training, more written procedures, more inspections, and updated and highly specialized safety apparel, gear, and equipment. Employees have the right to a safe workplace. OSHA has numerous suggestions and requirements that can assist an employer to change the safety culture of an organization. Even the Cost of Government Commission is looking at ways to change the safety culture in Maui County so that injury costs and Workers Comp. claims can be reduced. We need to expend our...expand our safety program to our boots-on-the-ground employee to include them in safety committees. We need to assist our employees to develop OSHA-required job hazard analysis. These in turn are used to create standard procedures. Another challenge the Department faces is the need for qualified and certified instructors. Many of the instructors are brought in from the mainland simply because there's no one else on the islands to do it. We've reached a point now that our safety specialist needs to be given the train-the-trainer certifications necessary. That way we can create a training schedule that meets our needs, 'cause when we rely on people coming in, it's very difficult to get them here when we need them and to get our folks to the classes when it happens. The current staffing level of our safety program is unequal to the tasks ahead. Current resources are already stretched thin. An addition of a safety assistant to our program is necessary to ensure compliance with laws and regulations. Being proactive and asking for the help we need now makes more sense to us than fines and violations later and possible loss of a life. Our smallest division, the Water Resources and Planning Division is responsible for the long-term water resources for the County of

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Maui. As you can see they have a lot on their plate, and you can see all the things that they're handling. They need to...the projects planned for Fiscal Year '19 and beyond and for this year, they have to complete the annual water audit for Fiscal Year '18. They need to continue successful water conservation programs, including distributing low-flow toilets--that's .8 gallons per flush--to qualified single-family homes. Replacing old high-flush toilets that take 1.6 gallons, and this year they've given away 68 toilets so far. We also want to raise the awareness of the importance of water conservation and source protection through the poster and video contest in our schools. Last year we had 765 participants in the poster contest. The posters and videos are on our website which is [mauiwater.org](http://mauiwater.org), and they also are displayed on our floor. If you have time and come take a look, you'll be very impressed at what the children have produced. They totally understand water conservation. I think this is very wonderful because we're working at the kids at a young age and they're going to grow up being very aware of wasting water, and it's really wonderful to see. I enjoy it every year and I'm amazed at what they produce, and the videos, if you ever have time, go watch them. I wish they were playing on *AKAKU*, they're that good. It's amazing what the kids have done. We need to also procure a greywater system for Launiupoko Park, and our folks are working on that. This is a collaborative project with the Parks Department to capture and reuse water from public showers and the sinks at the park which has the highest water consumption on the island, Launiupoko uses the most water as a park. Approval of the Maui Island Water Use and Development Plan by the Board of Water Supply and the Council has to be done also. Subsequent approval by the Commission on Water Resource Management is anticipated in Fiscal Year '20. At this time, the Board of Water Supply has scheduled public hearings throughout Maui, and the first one is in Hana on November 29<sup>th</sup>. The schedule is on the County website calendar. The meeting in Hana will begin at five o'clock and I'm hoping that people will come. This is really a very important plan that has to have enough good review. We need to start the public process for developing the Molokai Water Use and Development Plan, that's something we gotta get done. We need to continue the watershed protection grant program to fund eligible products that provide benefits to the freshwater resources utilized by the Department's systems. Studies on the impact of watershed protection on freshwater hydrology, including groundwater recharge will also be promoted and funded to provide improved quantitative benchmarks for the watershed protection grant program. A collaborative effort with the County ITSD is expected to develop media technologies for better public outreach. The division sees a need to reach all demographic types that are more online media savvy. Some uncertainty exists regarding water use. The East Maui IIFS known as the interim instream flow standards have been adopted and we're going to call CWRM affectionately CWRM, it's gone a long name so it's easier. We have the IIFS for Na Wai Eha has been recommended by the contested case hearing officer but has not been adopted yet by CWRM. There are no IIFS standards established yet for Kanaha Stream or Honokohau for the DWS surface water treatment plants. We don't know the certainty of flow and at this time we have no firm guarantee of available flow for DWS needs in either area. I can tell you this a major concern for us as we try to do planning, and without having definite standards established, it's difficult for us to plan so we're hoping that all of this gets settled and it'll help us in our plan. The next thing we're going to talk about from water resources and planning is that we're giving away



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free rain barrels and they are very popular. The goal is to distribute 230 50-gallon Ivy rain barrels to eligible DWS customers. The program is expected to result in up to 1.73 million gallons in annual water savings. We've already given 160 rain barrels away, so anybody that watches this might want to contact us and get a rain barrel. The next division we want to talk about is of course very, very critical, we all know that success or failure of many organizations depends on its fiscal department. We have to have good solid fiscal management and I'm very proud of what we have. The Fiscal Division is responsible for managing the operations and CIP budgets. For Fiscal Year '19, the County Council approved a budget of 95.6 million which includes 12.4 million for water administration, 30.7 million for water operations, 32.4 million for capital improvements, 2.6 million for watershed protection grants, and 75...17.5 million for Department-wide expenses such as debt service and employee fringes, et cetera. This is the group that prepares your monthly water bill, answers the phone if you have questions about your water service, and collects payments for water service. They provide billing, customer service, purchasing, accounting, and meter reading for the Department. The Department of Water Supply also provides the billing for wastewater on the monthly bill. And I want to repeat that because a lot of the questions that come to us about their water bills are not about the water part of the bill, they are about the wastewater part which tends to be larger. And often people look at the total and they say my water bill is really big, but if they look very carefully, probably the concern is over the wastewater part of the bill. We have big plans coming up and that includes our Fiscal department, the iNovah conversion of cashiering system to parallel with the County collection system, to add a cashiering system that the County uses to the DWS CC&B billing system. CC&B is the Department of Water Supply's water bill system. We want to replace credit card vendor to parallel with the County's vendor, compile a Fiscal Year 2020 Budget which they're working on very hard right now, and also in the works are future plans for a rate study which I think we need to update, because our rates are definitely not going to keep up with the plans we have. The Department of Water Service [sic] is also...they're...in their customer service, they're working on replacing water meters to high resolution LCD encoders that are fully electronic and solid state. These will give us better data that is accurate and timely, and will lead to more accurate billing and reduce billing issues for customers. This is an ongoing project and will help streamline paperwork. We are also working on scheduling replacement of large water meters. I want to share some statistics with you that I think are interesting. In Fiscal Year '12, we added 25 water meters; in Fiscal Year '13, 113; in Fiscal Year '14, 174; in Fiscal Year '15, 64' in Fiscal Year '16, 107; Fiscal Year '17, 154; and so far this year, 250. So, that's a pretty big number as you can see compared to what has happened in the past. Now, we wanna talk about our Engineering Division and this is a very, very important Division. You know everybody's got to go to them whenever something is needed, and so what are we doing now? Our priorities of course, our number one priority is the Upcountry water meters. We are also maintaining successfully our 30-day review of building permits. We're reviewing affordable housing projects as quickly as we get them and encumbering CIP projects as fast as we can. What are our priorities for next year? They're going to be very similar. We're going to keep on the water meters, maintaining a 30-day review of building permits, reviewing affordable housing projects, and encumbering CIP projects which I will go over in the next slide. Our challenges in

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trying to get our work done in Engineering, number one is training new staff is a challenge. As we told you, we're very happy to get five new engineers, but it takes a while to get them up to speed because even though they know engineering, they have to learn our system and how we do things. We need office space. We have vacant positions but we have no place to put them. We also are converting our paper files to scanned files and as we all know that's a major big undertaking when we're trying to go from paper to electronic. Another thing that they are working on is all of these ongoing...projects that are completed or ongoing, and you can see all of them up there. We've got the NASKA Baseyard roof replacement that was done in August. The Iao Water Treatment Plant upgrade is on...was online in October 2018; however, it has not been commissioned yet so there's still a little more to go there. We have the Pookela Well B exploratory phase that is ongoing. The Omaopio Tank, the Omaopio booster replacement, Olinda Water Treatment Plant embankment reinforcement, Wailuku Heights Tank 30 booster pump replacement, the Wailuku Heights booster pump replacement, the Waiehu Heights service lateral replacement, and the Kamole traveling screen replacement. So, there are more CIP projects and they will begin soon and that is the Mahinahina Water Treatment Plant control upgrades, Kanae motor control center upgrades, Mokuahau and Kepaniwai Well motor control center upgrades, Piiholo Water Treatment Plant roof replacement, and the Lower Kula 200 Tank replacement. In Fiscal Year 2019, we have other CIP projects, this goes on and on, we've got a lot of them. We have on-site sodium hypochlorite generation at Mahinahina Water Treatment Plant, Olinda Water Treatment Plant, Piiholo Water Treatment Plant, and Kamole Water Treatment Plant. The on-site sodium hypochlorite generation at Waihee Wells, Mokuahau Wells, and Kanoa Wells also has to happen, and Phase 10 country [sic] booster plants [sic]. We also are working on West Maui Well #2 development and the Pookela Well #2 development. I have to say that I'm really, really excited about the on-site generation, that it is really important. Another big thing that is going on is our Field Operations and Field Operations is our biggest group and manages 780 miles of pipeline throughout the County 24/7. Our Deputy Director Shayne Agawa is working with Field Ops to improve the Department of Water Supply's response time for emergencies and afterhours situations by trying to refine the existing system. We are meeting with our staff, we're working with everybody in trying to find a better way so we can respond sooner and not...and, you know, really live water conservation is at the root...which is at the root of why we want to stop water leaks, you know, we can't have water running down the street, it is not a good thing. It causes damage and it's also a waste of water. One of our goals for Field Operations is to replace valves. Valves in the water system help reduce impact to customers during shutdown like yesterday. More valves means smaller areas that are affected by waterline breaks. Less valves mean more chances of lines breaking, more complaints, more overtime expense, more customers affected, and longer time without water. Many valves in Kahului and Wailuku are 50-plus years old and I think it's a lot more than 50. For example, an 8-inch water main break on Puunene Avenue as it's now and West Kauai Street in Kahului, we have to shut down from Wakea Avenue to Dairy Road and involve 10 valves and 60 customers. With two extra valves the impact would be reduced to only five customers. So, this has to be a huge priority. And the other thing that we want to do is to put this online where our valves are so that our people in the field and those who respond can quickly look on the Internet and see where the

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valves are. So, the more we have valves installed and maintained and everybody knows where they are, the less impact we'll have when something breaks. The priority is to install more valves around schools so that we can minimize impact and keep the schools open when we have waterline breaks. Same for businesses, so we can minimize disruption. This is really important, yesterday it was a big concern about do we open the schools, do we close the schools. So, the sooner we can, you know, take care of the break and isolate it and keep the schools going and the businesses going, it's better for everybody. Our Fiscal Year 2020 Budget will include a request for three expansion positions for valve maintenance program. We really, really need to have a group that is dedicated to taking care of valves. As it is, we have valve people and we have pipefitters, and we have a whole bunch of people, everybody trying to take care of it, but we really need a specific team that works only on valves. That'll help us a lot. We'll get new valves in and we'll be able to maintain the ones we have, and definitely break it up so that we have shorter runs when there's a break. They also take care--our Field Ops--of our system maintenance and repair. It's very old, our system is really old. You know we were talking yesterday about this and we said 50 years and I said I think it's much, much older than that. You know when you think how old the County is, that some of this stuff here in Wailuku and Kahului has got to be really old. The plan...much of the water system of course is old so plans for the Field Ops Division include maintenance and repair of our tanks, waterlines, valves, and hydrants throughout the water system. In addition, we continue to replace old vehicles. And let me tell you, we've got some vehicles that are almost classic cars, but we've got a tremendous mechanic and he does wonderful work with his staff and so we're able to nurse vehicles along. The sanitary survey is an annual requirement for water utilities across the country. A sanitary survey is a review of a public water system to assess...I'm sorry, assess their capability to supply safe drinking water. Primary agencies like the Department of Water Supply are responsible for completing sanitary surveys, and the State Department of Health has enforcement responsibility. So, we do a lot of those sanitary surveys and they take a lot of time and personnel to get 'em done. Plant Operations is what we're going to look at next, and their projects in 2018...let's see, let me back up. They are responsible for electrical, pump mechanical, electronic water quality laboratory, and backflow cross connections. They operate and maintain deep well pumps, booster pumps, and numerous chlorine disinfection systems throughout the County water system on Maui and Molokai. They collect and test water samples to meet regulatory safe drinking water standards, maintain operation of the SCADA system that we talk about a lot and the full name of it is supervisory control and data acquisition. They make sure that that system is maintained for monitoring and alarming. They manage the backflow program to prevent water contamination due to reverse flow or cross connection and provide 70 percent of the County's system capacity. A big project Plant Operations is involved in is the Wailuku Heights booster pump station upgrade. This project will help improve reliability and pumping performance. Plant Operations also has, is dealing with Napili Well "C," one of our biggest sources in West Maui providing approximately 1.3 million gallons per day. This well pump was replaced because it failed. With this replacement project we're now back to our normal pumping capacity for West Maui. New equipment is more reliable, we get better efficiency and improved reliability. We also installed a generator there so this will help during disasters and other power

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outages. In addition, after the recent passing of Hurricane Lane and the massive Lahaina fire, Plant Operations Division has submitted in the Fiscal Year '20 Budget, 2020 Budget, the purchase of three portable diesel generators sized for Waipuka and Kanaha Valley groundwater wells in the event we have another big power outage and the surface water treatment plant has to shut down. We are trying to take advantage of the experiences and trying to plan that these things are not repeated, that, you know, we want to make things better. We have...we also have to do deep well pump replacements, these are big projects and are critical for providing water to our customers. Goals of these projects are efficiency, reliability, better motors, and we want to plan them so that we recruit...we reduce downtime and impact to customers. When a pump fails and we're not prepared for it, it requires a lot of work and real craziness in order to get it back on, because, you know, we cannot have our pumps down for very long. Our Plant Operations is also working to install a safer disinfection method at the well sites. The new system replaces the chlorine gas disinfection system with chlorine tablet feed system and it's called on-site liquid chlorine generation, OSG. You will see that the Water Treatment Plant Division is also working on installing this same system at all of our surface water treatment facilities. What's new is going to be very much...very soon commissioned will be our new Iao Water Treatment Plant and we're very excited about that. Here's what's new for the Water Treatment Plant Division. They operate six surface water treatment facilities. Upcountry we have three, Lahaina has two, and Wailuku has one. A new water treatment facility is nearly complete at the Iao site in Wailuku very near where the temporary treatment plant has been that was built in 2000. I hope you got temporary. This treatment plant is state-of-the-art membrane filtration with an on-site sodium hypochlorite generator as recently...as was recently retrofitted at the Lahaina Water Treatment Plant. The new Iao Treatment Plant will also eventually be capable of producing up to 3.2 million gallons per day and will provide clean and safe drinking water for the residents of Maui for many years to come. This project is a great example of team work involving Engineering, Water Treatment Plant, Plant Operations, Field Operations, and consultants and contractors. As I mentioned, we are transitioning away from chlorine gas to on-site generation for disinfection at our water sources. These pictures show the new on-site generator at the Lahaina facility. On-site generation of sodium hypochlorite, similar to household bleach is online now at Lahaina and at Iao. It is also in CIP for the other surface water treatment plants and three Central District well sites. The new method of creating the disinfectant is safer, saves a lot of money, and meets all Federal and State drinking water quality requirements. The new system uses only salt, softened water, and electricity to produce chlorine solution to be used for disinfection at the facility above the Lahainaluna High School, providing a safer and more cost-effective alternative to previously used chlorine gas. I had the opportunity to attend the kickoff of this in Lahaina and it was very impressive. You know storing chlorine gas is very, very dangerous, requires a whole lot of regulations, hazmat considerations, and so changing to this new system is going to take all of that away. So, it's a big move into a much safer environment. As you can see, the projects and improvements at the Water Supply never stops, and if we tried to tell you everything we might have to be here all day so we tried to condense it to things that are top of mind and, you know, are really priority projects. And I'm sure you have many other questions that you might want to

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know what we're doing about different things. And this is how all of us work to provide clean water efficiently because by water all things find life. So, this is our presentation, Chair and Members. And I have all of the division heads here and they're just excited to share what they're doing with you, so we can go to questions, Chair, unless you'd like to give us a five-minute break which I would appreciate.

**. . . END PRESENTATION . . .**

CHAIR ATAY: Okay. We'll take a short five-minute recess.

MS. BAISA: I promise five minutes.

CHAIR ATAY: Thank you. Recess. . . . *(gavel)* . . .

**RECESS: 9:50 a.m.**

**RECONVENE: 9:56 a.m.**

CHAIR ATAY: . . . *(gavel)* . . . Once again, thank you. We're reconvening the Water Resources Committee meeting here on Wednesday, November 14<sup>th</sup>. Going forward, I want to thank Director Baisa for a very in-depth presentation on an update and the status of Department of Water Supply. At this time, I'd like to open the floor to Members for any questions. And we do want to allow a rotation of questions before we go back into a second round. So, any Members have any questions here on the presentation that was shared by Director Baisa? Member King?

COUNCILMEMBER KING: Chair? Thank you, Chair. Yeah, I've got a lot of questions, I'll just ask a couple questions and hope that my colleagues have, can fill in with the other questions. But, you know, my first question is and I think for the public if you could delineate the difference between what the Water Department does and what the Wastewater, you know, the difference between a water treatment plant and a wastewater treatment plant, and the difference between the public and private. And I know we have this overlay of the well system that shows all the public systems and the private well systems, but I don't know if we have...do we have that for water treatment facilities so that, you know, we don't get this question of...and what went through my mind when you were presenting was there's this Wailuku Heights booster station and the County's paying for upgrades and putting money into it. And I know there are private systems also for drinking water that have to cover those costs themselves. So, if you could just kind of explain what the difference is and whether or not wastewater and the drinking water system ever, you know, ever collaborate on anything or if it's completely separate? So people should know that I think.

MS. BAISA: Thank you very much. Chair? Ms. King, this is a complicated situation because we do have County and private systems, and some of...what is County of course is our responsibility and the tax...the rate payers pay for it, and what is private is allegedly the responsibility or from what I understand in the time I've been at the Department is

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the responsibility of the private system. But I would ask Ms. Taomoto, our Engineering Program Manager, and we also have Ms. Blumenstein. Between them I'm sure they can answer your question in detail. Thank you for the question. Ladies?

CHAIR ATAY: Staff?

MS. TAOMOTO: Thank you, Chair. The water and wastewater system don't overlap in terms of our operations, but what we do collaborate on is we try to find projects that where we, you know, especially waterlines or sewer lines where replacement of both can occur in the same timeframe or project so that we minimize disruption to the residents. Both utilities, Water and Wastewater from the County standpoint operate similarly, we're special...I mean self-funded. We're, you know, enterprise funded. So, in that respect we're very similar, but the treatment process for water is completely different than wastewater and which is probably why we're kept separate departments. And I know in other utilities it's combined and primarily because of the reclaimed water potential of the wastewater side and then using that as a conservation type of method to save, you know, groundwater resources, but for our County it's a separate and Wastewater handles the reclaimed water side of the business. In terms of public and private, whether it's a water treatment plant or a private well or a public well source, the Department's oversight on the private well or private water treatment site is very little jurisdiction. I covered it I think in one of our Council Water Resources meeting. The only jurisdiction that we have on private water system whether it be like I said treatment or well is for subdivisions. If a development is required or chooses to go with a private water system and there's a subdivision involved, under Chapter 14.13 I believe, water availability, we have jurisdiction on making sure that there's a long-term reliable supply of water. And so our jurisdiction pretty much just is to get documents from the private water system purveyor to verify that the system or the resource has that capacity, maximum reliable capacity.

COUNCILMEMBER KING: Is there a size of subdivision that requires that or, you know, is it any size subdivision? Is it if you subdivide into three houses or if you subdivide into 20 lots, I mean is there a requirement?

MS. TAOMOTO: Chair? Thank you. The size of the subdivision doesn't matter. In fact, there's building permits, just house construction that requires the...that the applicant might choose to do a private water system which is typically a well or rain catchment. So, it does...subdivision size or the type of permit we come...that we get, building permit it could be we receive a private water system type of project for a number of reasons I guess. If it's for a building permit similar to any...not similar but little bit different than subdivisions, we don't review.

COUNCILMEMBER KING: Okay.

MS. TAOMOTO: We completely have no jurisdiction on building permits that come in with private water system, but again for subdivisions just for Chapter 14.13, water availability, we have slight jurisdiction. And in terms of the operations and whether they have to be regulated as a public water system, a private publically regulated

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water system through the Department of Health, that is strictly between the water purveyor and the Department of Health.

COUNCILMEMBER KING: Okay.

MS. TAOMOTO: Thank you.

COUNCILMEMBER KING: Thank you. And I think that has a size requirement, the number of people that you're serving when you have to become a public utility. But just a last follow-up question, Chair. Because you mentioned earlier trying to reclaim greywater and but you're not reclaiming it, you know, like from the parks, Launiupoko for instance, you're not reclaiming it for drinking water are you? Or what are you...what would you be reclaiming it for?

CHAIR ATAY: Staff?

MS. BLUMENSTEIN: Thank you, Chair. Yeah, the Launiupoko greywater project --

COUNCILMEMBER KING: Right.

MS. BLUMENSTEIN: --was just one of those...we always try to look for opportunities where there's recycled water available that can offset potable so in the case of the park we're using potable water for showers and sinks and toilets and there are some opportunities to reuse that water for irrigation instead of potable. So, in that way long term we're looking at wherever there is an option to offset potable water for, to meet non-potable demands that we normally would project using groundwater --

COUNCILMEMBER KING: Okay.

MS. BLUMENSTEIN: --or surface water for.

COUNCILMEMBER KING: Okay. And that's where hopefully you would be also coordinating with Wastewater treatment if they're doing the reclaimed water delivery? 'Cause they have the R-1 system now that they're trying to put in place.

MS. BLUMENSTEIN: Yeah, for example, discretionary permits come in, we're looking at not strictly whether they're going to be served by our system or not, we look at are there other sources for the non-potable demand such as an on-site well, an existing or a planned expansion of R-1 water in that area.

COUNCILMEMBER KING: Okay, great. Alright, I'll yield. Thank you, Chair.

CHAIR ATAY: Thank you. I do want to recognize Member Crivello joined us in this meeting. Members, any other...got any questions? Member Cochran?

VICE-CHAIR COCHRAN: Thank you. And so following along some of the discussion just now, I know that the private companies...so I'm looking at Launiupoko/Makila area

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and the shortage or lack of water during this last fire disaster that occurred in that area. I understand that it may not be...it is not our jurisdiction, but it's still our constituent people, it's still our community, it's still I think we as County and government to make sure public safety is at the top of our mind in every respect that we should have some type of, I don't know, sharing of kuleana of some sort here. Because I don't think it's enough for us to just, you know, pass a subdivision whether private/public whatever but then just leave it up to the private people, because there're some, you know, negative impacts occurred here due to lack of water for when our fire trucks tried to hook up and to put out the flame. So, that's a huge learning I think. Thank God lives were not lost and what have you, homes were and what...but, you know, I think it's not enough for me to sit here and say that's not our kuleana, that's someone else's. You know there needs to be more of some type of oversight on everyone's behalf to make sure something like that doesn't ever, ever, ever occur again. You know so I don't know where that discussion needs to go or who needs to try and connect those dots to avoid such situations from happening again. The other thing is I'm trying to figure out what are the Department's top issues or concerns that occurred from the disasters in West Maui, in particular from the Kauaula incident and Honokohau incident. What on your folk's behalf did you find the most glaring, the whatever, top issues of those two disasters, and what are your solutions or what are your steps to avoid...you know preventative measures I guess, if you folks had put any energy into that?

MS. BAISA: Chair?

CHAIR ATAY: Thank you for the question, Member Cochran. Director, you want to --

MS. BAISA: Yes.

CHAIR ATAY: --handle this or direct it to another staff?

MS. BAISA: Well, I'd like to kick off the discussion and it's an excellent question. Like I said as we were going over Slide 19, one of the things we learned during this thing was that we needed to have portable generators, diesel generators, and they needed to be portable so that if they were needed...wherever they were needed, we could move 'em, and so we're asking for those in the 2020 Budget. Also, another thing that happened which was very serendipitous and, you know, this whole situation where we had hurricanes and a fire together was totally unexpected, and I think all of us learned something from it, that you can expect the unexpected. You know our Department was getting ready for the hurricane, we had filled our tanks to the limits, and we had stationed equipment where we thought we might need it, and of course the fire threw a twist into what we were prepared for. The tanks were topped but what happened was we couldn't use them to provide water to families, because the fire trucks needed the water and so they filled up at our tanks. And once the electricity went out, we couldn't refill the tanks. So, it was kind of a double whammy and it was very, very difficult for everybody to cope. And like Councilmember Cochran says, it truly was, it was an act of God that everybody got out of this okay, but there are lessons there and it's about getting prepared. And as far as the policy issue about whether we should



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be, you know, prepared to take care of people on private systems or not, I think that is a subject that can be taken up in a Water Committee. And I think our community needs to give us direction, because right now, you know, we're prepared to take care of the County facilities. But if we want to expand that to serve as a backup then that's a policy question that I think needs to be addressed because it's an important one. And we're always going to have situations that happen, maybe not a big fire but somebody's private system goes down, what do we do? 'Cause it...they do go down and then many times we're asked, you know, and we can help generally, we try to help in a short situation because we don't want anybody really suffering. But it's not in our normal kuleana but again, Ms. Cochran, I understand what you're saying and I really think that I want this community to have a spirit of working together, it's really important because we're all going to suffer if we don't. So, it's an issue I think that we need to address, and I think that our next Water Chair, I'll be very willing to...I don't know if I'll be here but if I am whoever is there, will be willing to work with together to try to find a solution. I agree, I don't think that, you know, just saying that's your problem works for our community, we're not like that.

CHAIR ATAY: Thank you, Director, for your response. I'm thinking along the lines that moving forward using hindsight from the recent experience, a mental note for those who will remain here to reconsider an addressment [sic] synchronicity with the Fire Department and the Water Department. Obviously the supply of storage when the fire occurred, Fire sucked out whatever was available and with the shutdown of pumps could not really keep up with what was being extracted. So, the question would be from the...to the Fire, at what capacity must you have, you know, on hand, and where are we? And then the problem going be to the Water Department, okay, do we have enough water storage to accommodate Fire's demand? And if not, what's the budgeted request for that? And not only looking west side but looking everywhere on firefighting, water, you know, just the supply of water.

MS. BAISA: Thank you for that, bringing that up, Chair. That's one of the issues that I think we will address in the strategic plan is how much water do we really need not only to service current needs but also for storage and where does it need to be. I really believe that we have to spend some time planning long term. What we're doing now pretty much is maintaining and we're trying to move ahead, but without a plan and somebody paying attention to making sure that plan is implemented...and it has to be cooperative because the Department can only do what the Department can do. But we also are an enterprise program which means that we have to operate on the revenues. And so I'm going to strongly recommend that we have a small rate increase in our budget this year. I also am hoping that we will fund a rate study. That's in the budget, we're asking for a rate study so we can bring that up to where it should be. We've got to coordinate and it has to work together, the plan and the money we have, because we can only do so much with what we have.

CHAIR ATAY: Thank you, Director. Member Cochran, follow-up?

VICE-CHAIR COCHRAN: Yeah, thank you. And so, yeah, I mean I understand the whole private system and what have you, but when our County fire trucks go in to hook up

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and there's no source, there's a problem right there. The other thing is water tanks. So, yes, pumping of existing wells and that, the treatment plants and what have you, but water tanks, that's how we feed our people in Honokohau and, you know, we need to make sure we have enough of that to go around. We had issues during the flood time with that, and also I went and did hiking and I've been able to interview a lot of people who live in that valley and the issues with that whole flooding. And we got a lot of video and footage and all sorts of things from going up in there, and it's quite curious how possibly that flood, like a tsunami wave had come down into that valley and wiped everything out practically. Didn't realize that three people died, whether it was due to that flood or not within a week after that flood, whether it was the stress of what they had been put through or what. But maintenance is an issue up there. I know it's not an easy place to get to, but when I did my hike in there, I noticed there's a lot of opala left behind, you know. There's a lot of...there was...seemed to be a lot of maintenance issues having to do with that. And I think today we're still feeling the effects of a lack of water, and it's...that place there's a lot of, a lot of...I think there's issues that still go unresolved till today. I live in Honolua, I'm not on anybody's, any County system, but I am on a private system and it's been almost a year and I've been out of water. And that whole ditch system, the Honokohau, our County maintenance, the private maintenance purveyors have not been diligent in their efforts and work in this area. So, yeah, I take personal issue but I'm looking at the bigger picture and it's of all the people in Honokohau. So, there's a...yeah, I may take this offline at another time to discuss more about this, but I see a lot of negligence in this area.

CHAIR ATAY: I'm trying to understand, I'm trying to be clear, Member Cochran, so you're dealing with Honokohau Valley and you're saying that there's water pipes and debris?

VICE-CHAIR COCHRAN: Infrastructure has gone down up there, things were never removed, debris was never...things were not maintained properly. And so --

CHAIR ATAY: That is property of County?

VICE-CHAIR COCHRAN: --thereby...yeah.

CHAIR ATAY: Okay.

VICE-CHAIR COCHRAN: Thereby things had occurred. There's adverse effects that had occurred from it. And so, you know, there's just a lot of practices up there, I think lack of perhaps best practices, best management practices that have been occurring and that needs to be checked, needs to be worked on. Needs to be changed because I'll tell you, yeah, huge impacts have occurred as we have --

CHAIR ATAY: Okay. Director --

VICE-CHAIR COCHRAN: --seen.

CHAIR ATAY: --do you want to address that?

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MS. OANA: I think this is running into we need to go into executive session to consult with the attorney on liabilities, duties, and responsibilities.

CHAIR ATAY: Okay.

MS. BAISA: Chair?

CHAIR ATAY: Director?

MS. BAISA: Yes. Thank you, Ms. Cochran, for your comments. And thank you, Corp. Counsel. I won't go there but I will tell you that I am very aware and I've learned a lot through this whole hurricane thing and the fire and everything, and the lessons are not lost. We are planning, again, the priorities for our Department and how we can do things better. That's the whole reason for having a strategic plan, and I can tell you whether I'm here or not, that is going to be looked at and we have to find a better way. You know we cannot just keep doing the same thing. You keep doing the same thing, nothing changes. So, we have to look at new ways of doing things and I for one am very open to that. I want our Department to do the best and to be the best it can be. As you know, change is difficult and it takes time. I've only had charge of the Department actually for...well, tomorrow it'll be one year that the Director left and I took over. I've only been officially the Director for four months, so change is coming. I guarantee you we're going to try our very best to do better. But, you know, what happened was unforeseen. We had tried to prepare the best to provide water. We had no idea that there was going to be a fire and that Fire would need as much water as it did, and we did the best we can. The lesson has been learned.

CHAIR ATAY: Thank you, Director. Members, I'm going down the line first round and returning back.

COUNCILMEMBER SUGIMURA: So, just curious, does --

CHAIR ATAY: Member Sugimura?

COUNCILMEMBER SUGIMURA: --Member Cochran want to go into executive session? She sounded pretty passionate about that.

VICE-CHAIR COCHRAN: Chair, no, not at this time but I'm sure there will be a time.

CHAIR ATAY: Yeah.

VICE-CHAIR COCHRAN: Thank you.

MS. BAISA: Yes.

CHAIR ATAY: Okay.

COUNCILMEMBER SUGIMURA: Okay.

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MS. BAISA: Yes.

CHAIR ATAY: Member Sugimura, you had any questions for Director?

COUNCILMEMBER SUGIMURA: I have a question for the Director in that I think that this discussion needs to happen before the next budget when we have, you know, all the new Members present because it's a, you know, good presentation. So, I just want to make that statement. And if you could also include on your CIP projects the status of them. I know this is just a general listing but we probably will hear in detail about that, the status of it. I love hearing of course your Upcountry water meter 2012 breakdown all the way to 2018, and just wonder, what is the target for the number of...I mean it looks like you targeted 75 but you exceeded the number of water meters that you've gone through. So, what is happening to, for the increase? I think Herb also taking care of helping us --

MS. BAISA: That's correct.

COUNCILMEMBER SUGIMURA: --with this so that's appreciated with his expertise. But what else is going on for the jumps?

CHAIR ATAY: Director?

MS. BAISA: Mr. Chair, thank you. I'm going to refer that question to Ms. Taomoto. I know that this is top of her mind, every day she has to deal with water meters. It's my constant question is how are we doing and when are the letters going out?

MS. TAOMOTO: Thank you, Chair. The water meters for 2018, calendar year, we will...we expect to hit our goal of 80 water meter letter offers, applicants off the list, and that doesn't equate to number of water meters, right. So, the batch that...we just sent out a batch of 20 on October 25<sup>th</sup>, so those 20 applicants or properties have, are still, you know, some of them are still in their 30-day response time to return a response to the Department, whether they're going to accept water service or reservation. In the meantime as staff waits for these phone calls and questions from these 20 applicants, we're already working on the next batch so we can hit our goal of maybe another 20 more. 'Cause right now with this 20...we have 60, sorry, we have 60 issued for 2018 with this last batch of 20. For 2019 we are probably going to try to hit our 80 goal. We feel that we have a good pace now. Keep in mind that this pace that we're going at is with the staff augmentation contract with HDR which we have one part-time staff working on letters, a consultant helping us write letters, research, so forth, so on. And also as Director Baisa said, Herb is assisting where he can. So, with that we feel we've set a good...we kind of have a pace and so we don't want to I guess set a goal that we don't think we can achieve. So, our goal I think will be just 80 again for 2019. I'm sorry, 2020.

COUNCILMEMBER SUGIMURA: So...

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CHAIR ATAY: Ms. Sugimura?

COUNCILMEMBER SUGIMURA: Yeah. Could I...so the numbers I wrote down, I probably wrote it down wrong then, because I thought you said for 2012 it was 25, 2013 it was 113, 2014 is 174, 2015 is 64...oh and 2018 I have 250. So, did I write that down wrong?

CHAIR ATAY: I think Director wants to explain.

MS. BAISA: Yeah, let me clarify. The total number of meters includes the Upcountry meters, it's not just Upcountry.

COUNCILMEMBER SUGIMURA: Oh, for the whole County.

MS. BAISA: I'm sorry if that was not clear.

COUNCILMEMBER SUGIMURA: Okay.

MS. BAISA: The other thing that I want to say is, you know, I made this a priority when I got to the Water Department, and I have to say that my Engineering staff has worked very hard. And of course now that we have the new engineers, that should be helpful. And they're all learning. I understand from what I observe and what I interact with the engineers that work on this, is that getting those letters out is very, very complicated. There has to be a great deal of research done before a letter is actually sent. There's another thing that I just want to briefly mention, and we can't probably discuss any of it today, but yesterday at your meeting or no, maybe...it's going to come up on the special meeting tomorrow, the bills that we submitted? Okay. I recently submitted two bills that affect this water meter list thing. One is the law says that if you get a letter, you have to respond within 30 days. If not, you might lose your opportunity. The other thing that is a law that I think we better take a look at is the fact that the two-year plus two six-month extensions, so your total time is three years. Those two rules are taking up a tremendous amount of our engineers' time, because people cannot meet the deadline within 30 days, and so they're on the phone calling the engineers and trying to explain that they have to talk to their hui or their sister or the bank or how they're going to get the money to do the improvements or whatever and it's very stressful for them to try to do within 30 days. And so our engineers get dragged into it because they don't have their own engineer so they come to see our engineers because if they had their own they have to pay. And if they use ours, you know, of course it doesn't cost the person anything who is already struggling trying to figure well, how am I going to get these meters so I can do this improvement and get going. I find 30 days is too stressful. I think it's causing a lot of activity and time with our engineers which doesn't make sense, and stress on the person who gets the letter. Because say you're on a trip and you get this letter, you can't respond within 30 days so you gotta explain to us what...and you gotta bring in your itinerary so we know you were really gone, 'cause we can't be giving a whole lot of extensions because the law is what it is. So, I said let's take a look at the law and I've suggested 60 days instead of 30, and of course the Council will deliberate and may think that 30 is okay, may think

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90 is better. And so I want that looked at because I think it'll take away a lot of angst and also a lot of work and phone calls and paperwork that's not necessary. The other law is the three-year limit. From my experience at the Department and working with the engineers, most projects cannot be done in those three years, and so we've had an issue of how to extend reservations, should they be extended, or all of those issues concerning reservations. So, I think we again need to look at that time and see if we can come up with a more realistic time, because we all know how long everything takes to do. One of the lessons I've learned, I used to joke with Director Taylor when I was Water Chair and he was the Director, what's wrong with you? Why are you returning this money? What do you mean lapsed bonds? How can you...well, now I know why because it's the process we have to go through in order to get anything built, and three years is definitely not realistic. So, I suggested in my proposed bill five years, that we start at five years. But I think it's going to be a great discussion in Committee. We'll have a lot of people who have gone through it who can come and share, and also my staff who's spending a lot of their time taking phone calls, meeting with people trying to figure out what is really happening with their reservation. And I think it's time that we look at the law. I think that we make laws with the best of intentions, but if they don't seem to be working and we have a lot of, you know, problems with them, well, let's see if we need to change them and is there a better way. So, be prepared 'cause that's on the agenda and I don't know if it was already referred to Water or where it's going.

COUNCILMEMBER SUGIMURA: It's a referral.

MS. BAISA: Where did it go?

COUNCILMEMBER SUGIMURA: It will have to be a referral.

MS. BAISA: Oh, it's a deferral?

COUNCILMEMBER SUGIMURA: It will be referred, right, from Council Chair to the Committee.

MS. BAISA: Yeah. I hope that, you know, it gets immediate attention because it'll really help us. By freeing up the time of the engineers not having to deal with stuff until five years instead of two years, they'll be freed up to do more water meter work which is where I'm trying to go with it, as well as take away all of the pilikia that goes on.

CHAIR ATAY: Thank you, Director. Member Sugimura, a follow-up?

COUNCILMEMBER SUGIMURA: One last question on that then. So, in the three-year or five-year period, what is encompassed from the Department's perspective --

MS. BAISA: What they're trying to...

COUNCILMEMBER SUGIMURA: --for the change of policy?

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MS. BAISA: I'm sorry. What they're trying to do is we give you your meter and you're ready to go so you have three years from that time. Essentially you have two, and before the end of two years, you have to come in and say I want a six-month extension. And if you deserve it, then we give it. You know the engineers look very carefully at the progress you're making, the problems you're having, and if at the end of those six months before it ends, you have to come in and again talk to us for another six months. And that's a whole lot of meeting time and energy wasted, whereas if that were five years that you have, that you don't have to be all asking for all these extensions and me having all these meetings and whatever, I'm just thinking that it's better for everyone. It's better for the person that's trying to do something and it's better for our Department not having everybody coming back to us and all this paperwork going back and forth. It's just not practical. That doesn't mean they can't complete in three years, that'd be wonderful, but if something unusual is happening and they need more time then we don't have to have all of this paperwork.

COUNCILMEMBER SUGIMURA: Thank you.

CHAIR ATAY: Thank you. Members, first round of questions, returning for second round of questions. Member King?

COUNCILMEMBER KING: Thank you, Chair. And to just follow up on the discussion earlier, I wanted to thank the Department for the foresight to go into that generation, because the backup generation, because I remember I was in, you know, my husband and I were in the generator business when Hurricane Iniki hit, and that was the biggest downfall of Kauai was there was no backup generation for their water system so they were flying in tons of little water bottles for people because their water system just did not work. So, you know, that was one of my...and then it took them years to actually get backup generation. So, that's so important for any kind of disaster, fire, storm, anything. But I also had a couple questions about the presentation. One of them was on your statement about MAPPS being ready for next year. So, are...is the Water Department planning to launch your division on MAPPS next year? Because we've been hearing from Planning...from IT that it's going to not launch until 2021 which we were urging them to get parts of it out if it's ready. So, what is the Water Department's part in that and, you know, will you really be ready to launch it next year?

MS. BAISA: Thank you...

CHAIR ATAY: Director?

MS. BAISA: Chair?

CHAIR ATAY: Director?

MS. BAISA: Thank you, Ms. King. I'm going to get Herb Chang down. He is our MAPPS guy and from...the MAPPS team tells me a very valuable part of that team. So, Herb, all yours.

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COUNCILMEMBER KING: Good morning.

CHAIR ATAY: Your mic.

MR. CHANG: Good morning. To answer your question, we're...the whole County system is under the same schedule. So, I believe it's going to be 2020 sometime, in the year 2020 when we're going to go live --

COUNCILMEMBER KING: Okay.

MR. CHANG: --with the whole system.

COUNCILMEMBER KING: We were told 2021 so yeah, that...but I heard Director Baisa say that you'd be ready next year with that. So, I guess that's...you're not going to be ready next year.

MR. CHANG: Well, there's phases of the project. We got the GIS portion, we have the electronics plan review, we have the main component which is the EnerGov software which is the logic for the whole system. The GIS we haven't quite got it ready yet, but we do have the base information set up and we just have to clean up the information. Electronic plan review, the ITS they installed all the software within all the engineers and some of the planners...

COUNCILMEMBER KING: Okay. I just wanted to find out because we did...in the Planning Committee meeting, we did urge Director Verkerke to look at being able to launch parts of it and so they did tell us they were going to consider that. But we don't know which departments are going to be ready for, so I just would urge any department that's, that can work out the bugs early, just let's get it online. And then my other question was on you mentioned giving away low-flush toilets and you also mentioned giving away free rain barrels to qualified homes. So, what is the qualification for those two --

CHAIR ATAY: Director?

COUNCILMEMBER KING: --giveaways?

MS. BAISA: We're going to get Ms. Blumenstein back here because she's handling rain barrels and toilets among her other jobs.

CHAIR ATAY: Staff?

MS. BLUMENSTEIN: Thank you, Chair. The question was what the qualifications?

COUNCILMEMBER KING: Right, you said you're giving away these high-efficiency toilets to qualified homes but you didn't say what the qualification --



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MS. BLUMENSTEIN: Oh.

COUNCILMEMBER KING: --was and the same thing for the rain barrels that you're giving away.

MS. BLUMENSTEIN: Yeah, so for rain barrels, single-family homes and they have to have rain gutters, that that's the . . . *(inaudible)* . . .

COUNCILMEMBER KING: Okay. Does it matter what area of the island they're in or...

MS. BLUMENSTEIN: It doesn't matter what area --

COUNCILMEMBER KING: Okay.

MS. BLUMENSTEIN: --but we will inform customers of the, based on their...we ask for information and sizing of the roof that gonna generate the rainwater so they get an idea of, you know, how much may be generated in the area they live.

COUNCILMEMBER KING: Okay.

MS. BLUMENSTEIN: And toilets was the...

COUNCILMEMBER KING: Yeah, the low-flush.

MS. BLUMENSTEIN: Yeah, so for the --

COUNCILMEMBER KING: Low-flow.

MS. BLUMENSTEIN: --toilet replacement are for toilets that generally were installed before '92 that would have 3.5 gallons per flush. The requirement now by Plumbing Code is 1.6, so the ultra-low-flow toilets that we would replace them with is just half of that, .8 gallons per flush. So, for both rain barrels and toilets they have to be customers of our system and that's it.

COUNCILMEMBER KING: That's the only...wow. Okay. Well, that's pretty easy. Okay, thank you. Well, keep us informed on, you know, how that giveaway goes, especially after we've made this advertisement for it. I think the only other question I had, Chair, was the, when you mentioned strategic planning consultant, and, you know, I'm really happy to hear any department that goes into strategic planning. How much is that contract?

CHAIR ATAY: Director?

MS. BAISA: Are we allowed to say?

MS. OANA: . . . *(inaudible)* . . .

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MS. BAISA: It's been...we've selected.

MS. OANA: . . .*(inaudible)*. . .

MS. BAISA: Would you? I don't...you know I never know what I'm allowed to say and not say so I'm getting legal advice here.

MS. OANA: I don't know how much it is. I know we're working on the contract right now so it hasn't been signed, I don't believe.

COUNCILMEMBER KING: Oh, it hasn't been contracted?

MS. OANA: But I'm not sure how much it is.

COUNCILMEMBER KING: But you have identified the consultant?

MS. BAISA: We've selected the consultant.

COUNCILMEMBER KING: Okay.

MS. BAISA: The contract is apparently in legal.

COUNCILMEMBER KING: Okay. And then this will come out of the existing 2019 Budget?

MS. BAISA: Yes.

COUNCILMEMBER KING: Okay.

MS. BAISA: Yes.

COUNCILMEMBER KING: That's all I wanted to know. Thank you, Chair.

CHAIR ATAY: Okay.

MS. BAISA: Thank you, Ms. King.

CHAIR ATAY: Members, second round? Member Cochran?

VICE-CHAIR COCHRAN: Thank you, Chair. And I think the other qualification for those rain barrels are you need to be a Department of Water Supply customer so somebody like me off the grid is not eligible. Right. So, the Page 22, water treatment plant for Iao, is that dependent on the purchase of Wailuku Water Company? That can move forward without, correct?

MS. BAISA: No, my --

CHAIR ATAY: Staff?

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MS. BAISA: --understanding is it is not dependent on the purchase of Wailuku Water Company.

VICE-CHAIR COCHRAN: Okay. So, Slide 22, potential to produce up to 3.2 million gallons per day.

MS. BAISA: Correct.

VICE-CHAIR COCHRAN: That is a given, that is what can happen without any purchase of the company, is that correct?

MS. OANA: So, 3.2 million gallons per day, that was the amount we requested during the Na Wai Eha IIFS and the WUPA proceedings, and although...I don't know if that's been completely adopted yet. That's what we asked for and I think that's what we're getting. So, it has nothing to do with the Wailuku Water Company purchase, just with regard to our WUPA, water use permit.

VICE-CHAIR COCHRAN: Okay. And if I can get a breakdown for West Maui in particular, the usage of the well source and the surface water, what's the, I guess, the MGDs or I don't know how...or percentages of the, our customers, the uses and how much of each source, you know what I mean, feeds into the uses of our customers? Do you folks know that by chance?

CHAIR ATAY: Director?

MS. BAISA: Yes. I believe that the lady that put this wonderful PowerPoint together, Jacky, is...has the answer here. Jacky?

CHAIR ATAY: Staff?

MS. TAKAKURA: Thank you, Chair. For West Maui generally our production is about two-thirds from surface water which is our two surface water treatment facilities and one-third from groundwater.

VICE-CHAIR COCHRAN: Okay. And what's the total per day? Do you have the gallonage?

MS. TAKAKURA: I can look that up on our website, mauewater.org. I have that monthly production and I'll look it up right now.

VICE-CHAIR COCHRAN: Oh wait, I think we get that in those source --

MS. TAKAKURA: Yes.

VICE-CHAIR COCHRAN: --reports correct?

MS. TAKAKURA: Yes.

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VICE-CHAIR COCHRAN: Yeah, okay, never mind. I got that. And then the other big thing occurring right now are CWRM meetings and Water Use and Development Plan meetings. Can we just get a little more elaboration on both of those and the, you know, what it means to the community to participate, to be a part of and, you know, their involvement and participation, why is it important?

MS. BAISA: Chair, we'll ask --

CHAIR ATAY: Director?

MS. BAISA: --Ms. Blumenstein.

CHAIR ATAY: Staff?

MS. BLUMENSTEIN: Thank you, Chair. So, specifically for west side, the Commission's public hearing on the II...interim instream flow standard for Kahoma and Kanaha is scheduled this month. I believe it's the 20<sup>th</sup>, November 20<sup>th</sup>. So, that's a Commission meeting so it's open to the public, but it's not a fact-finding meeting which is what they had last month. So, the IIFS which I understand the recommendations will be published today, that really informs the Department and all the other private purveyors what is our long-term reliable surface water capacity gonna be. So, how that ties into the Water Use and Development Plan, the draft for the Lahaina Aquifer sector which includes our system and all the other private purveyors and non-potable water as well has been drafted and it had several rounds of public input. Now, it's in public hearing so the board's going to have a open public hearing in Lahaina, and I can't recall what the date is now but it's one of the first, it's one of the days first week of December, three, four...third, fourth, or fifth. So, that would be the opportunity for the public to provide input and feedback not just on the projected amount, et cetera, but specifically for the strategies. And those resource strategies then would include how not just the Department but how the private purveyors move forward in relying on surface water as a potable source and the same for agricultural uses. We know that some of that stream water is going to be returned to the streams. We know that rainfall and surface water flow may not be as reliable long term as we have seen based on history of stream flow. So, we're all going to have to be a little more diversified in the future and find more secure long-term alternative sources, whether that is for potable or non-potable demand.

VICE-CHAIR COCHRAN: Okay. And yeah, it looks like December 3<sup>rd</sup>, 5:00 p.m. Kaunoa Senior for West Maui, Water Use and Development Plan meeting. And yeah, I think it's important to...and I know you are putting out calendars and posts about this, because in church, Lahainaluna High School is saying their water is going to be taken away from them, oh my God, and it's not quite accurate to be alerting people to be saying that. But I mean in people's minds this is what they're feeling and thinking and, you know, I think the education and awareness out there needs to be of course they're part of, one of the user groups and ought to be at these meetings, but it's not

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like oh my God, everyone's against them and taking their water away. I was like well, hold on. So, I think it's --

MS. BAISA: Thank you.

VICE-CHAIR COCHRAN: --important so I was able to at least educate on that behalf. But I think it's important that we speak out now to bring everyone into the fold and let them know why it's important to participate and get involved. Otherwise yeah, I'm really happy about pushing for generators. As Ms. King mentioned it's so key. The other thing is when our, you know, our sewer services, bathrooms basically are shut down during emergency cases, I know back in the day, Ms. Anna Foust was looking for this County to purchase Porta Potties and what have you. Is that on any...on this Department's radar? Or maybe it is under, you know, MEMA or at all to think of this sort of alternative, you know, solution to toilets during downtimes at all?

MS. BAISA: I think that's --

CHAIR ATAY: Director?

MS. BAISA: --an issue for our Emergency people and we need to remind them because it's a very big issue. Yesterday we had low water in the building for a little while and it was very concerning. In fact, we closed down the Planning Office yesterday. Around noon they didn't have any water and, you know, folks need to go to the bathroom. It's a health and a safety thing. So, again, I don't know what the high priorities and plans are in Emergency but we definitely need to look at that. Thank you for bringing it up; otherwise, people forget.

VICE-CHAIR COCHRAN: Yeah, okay. Alright. No, thank you, that's all for now. Thank you, Chair.

CHAIR ATAY: Okay. Members, final questions? None? Thank you. We're going to be deferring this matter.

**ACTION: DEFER.**

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CHAIR ATAY: And I want to thank the Department and Director Baisa and all the other staff that were present here for the presentation today. And once again thank you, Members, for attending today's Water Resource Committee meeting. There being no further business, this meeting of the Water Resources Committee will stand adjourned. . . (*gavel*) . . .

**ADJOURN: 10:43 a.m.**

APPROVED BY:



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ALIKA ATAY, Chair  
Water Resources Committee

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Transcribed by: Daniel Schoenbeck

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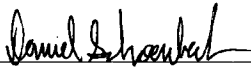
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CERTIFICATE

I, Daniel Schoenbeck, hereby certify that the foregoing represents to the best of my ability, a true and correct transcript of the proceedings. I further certify that I am not in any way concerned with the cause.

DATED the 30<sup>th</sup> day of November, 2018, in Kula, Hawaii

  
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Daniel Schoenbeck